

**Verizon New England Inc.
d/b/a Verizon Massachusetts**

Commonwealth of Massachusetts

Docket No. 05-28

Respondent: Buddy L. Reynolds
Title: Director-ESG Complex Pricing

REQUEST: DSCI Corporation, Set #1

DATED: July 25, 2005

ITEM: DSCI 1-6 Please provide a detailed description of the process and associated maximum time frames applied to requests by Verizon Retail for approval of CSP pricing to an existing or new Verizon retail enterprise customer. If the time frames applicable to processing Retail CSP pricing requests differ from those in the Proposed CSP Process for resale of CSPs by CLECs, please explain the basis for such differences.

SUPPLEMENTAL REPLY: *The following process and time frames apply to all retail CSP pricing requests (including existing and new customers/opportunities.) All time frames are dependent upon the product(s)/service(s) requested, and complexity of design.*

1) The following is completed by Retail Sales and the timeframe for this step is variable, dependent upon how long it takes the Sales team to collect and organize the necessary data.

- Complete Custom Pricing Request Form and/or Pricing Tool found on the Verizon intranet.
- Access the Custom Business Service/Customer Network Engineering (“CBS/CNE”) database from the Verizon intranet, completing all required information regarding internal Verizon data on the Main Page.
- Attach completed Custom Pricing Request Form and/or Pricing Tool and any other required support documents and submit to

Complex Pricing Management (“CPM”) Team via the CBSCNE database.

2) The following is completed by CPM and the average timeframe for completing this function is 1-3 days.

- CPM Prescreener receives the request in CBSCNE, reviews the case to determine validity and assigns to a CPM Pricing Consultant/Analyst as appropriate.
- The CPM Pricing Consultant/Analyst will route/open the case to Custom Costs Development (“CCD”) via the CBS/CNE database, as appropriate.

3) Finance Custom Cost Development (CCD) reviews case and routes/opens case to Network Engineering by statusing the case as “Open-CNE.” The average timeframe for completing this function is 1-3 days.

4) The following is completed by Custom Network Engineering/Network Engineering & Planning (“CNE/NDFP”) and the average timeframe for completing this function is 1- 8 days.

- The case is assigned to a Network Engineering lead (CNE/NDFP) to design and determine applicable network costs.
- When the firm design (if applicable) and all investments are developed, CNE/NDFP returns case to CCD via the CBS/CNE database.

5) CCD develops costs based on Network Engineering investments and routed back to CPM. The average timeframe for completing this function is 1-3 days.

6) Working in coordination with Retail Offer Management, Retail Contracts Management and Retail Legal, the CPM Pricing Consultant develops custom rates and will attach the completed rate quote to the CBS/CNE case and status the case as “Quoted.” The average timeframe for completing this

function is 1-10 days. Price quotes are generally valid for 90 days.

7) Retail Sales reviews the rate quote attached to the case in CBS/CNE database to determine if the rates, terms and conditions received are acceptable. Proposal is presented to the Retail Customer. Once customer accepts, Retail Sales contacts CPM for Contract initiation.

8) Once the contract has been signed and authorized by Verizon, it is sent to the Verizon National Contract Repository ("NCR") via overnight delivery. The NCR then notifies the CPM Pricing Consultant that is has received a fully-executed contract.

9) The CPM Filing Compliance Team ("FCT") compiles all required filing documents and sends the filing package to the appropriate Verizon state Regulatory Representative.

10) The State Regulatory Representative files the appropriate documentation to the State Regulatory entity and notifies the FCT of the file date and effective date if approved. In MA, the DTE has 30 calendar days to review the filing and has the option to approve, reject or suspend the filing.

The timeframes applicable to processing a CLEC request to resell a Retail Contract on a wholesale basis do not differ significantly from those applicable to the Retail Process. In both cases, the actual amount of time required depends on the complexity of the transaction being priced or contract being resold. However, as stated in the Direct Testimony of Pamela McCann (at pp. 3-5), the Wholesale process requires coordination between Verizon's Retail and Wholesale organizations. Also see Verizon's response to DSCI 1-5.

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ITEM: DSCI 1-7

Please provide a detailed description of the process and associated maximum time frames followed by Verizon Retail in seeking or responding to customer requests to extend, modify or terminate an existing CSP. If a Retail CSP subject to extension, modification or termination discussions is being resold to a CLEC, does Verizon intend to provide notice of the impending changes to the reselling CLEC. If so, please describe the nature of the proposed notices to the CLEC.

SUPPLEMENTAL REPLY: The process described above in Verizon's Supplemental Reply to DSCI 1-6 is applicable to most contract extension or modification requests, but some extensions may be granted without the necessity of new cost development if the existing cost work is less than three years old.

Contracts may be terminated (per the terms and conditions of the specific agreement) by the customer sending formal notification to the National Contracts Administration ("NCA").

As stated in Verizon's original response to DSCI 1-7, Verizon does not have a legal obligation to, nor does it intend to provide notice of discussions of extensions, modifications, or terminations of Retail CSPs.